

## **OBSERVATION REPORT #79**

**For the metric calculation of Carrier Bill Timeliness (BI-2) in the New Jersey September 2000 KPMG Consulting CLEC Specific Carrier-to-Carrier (C2C) report, Verizon-New Jersey (Verizon-NJ) did not use all KPMG Consulting Master Account Numbers.**

### **Issue**

Verizon-NJ uses a manual process to calculate Carrier Bill Timeliness. Due to the lack of a mechanized reporting process for this metric, Verizon-NJ was unable to identify all KPMG Consulting Master Account Numbers at the time of metrics reporting. As a result, KPMG Consulting found that the following 14 KPMG Consulting Master Account Numbers were not included in the calculation of Carrier Bill Timeliness in the New Jersey September 2000 KPMG Specific C2C report.

<b>Number</b>	<b>Bill Media</b>	<b>KPMG Consulting Master Account Number</b>
1	Paper	201-V15 1016
2	Paper	201-X28 1014
3	Paper	609-Z07 1005
4	Paper	609-Z07 1007
5	Paper	609-Z07 1008
6	Paper	609-Z07 1009
7	Paper	609-Z07 1010
8	Paper	609-Z07 1011
9	Paper	609-Z07 1012
10	Paper	609-Z07 1013
11	Paper	609-Z07 1015
12	Paper	609-Z07 1016
13	Paper	609-Z07 1017
14	Paper	609-Z07 1018

### **Assessment**

If Verizon-NJ is unable to identify all CLEC specific Master Account Numbers at the time of reporting Carrier Bill Timeliness, the metric value of Carrier Bill Timeliness may be biased and inaccurate. With these reporting discrepancies CLECs cannot verify that they are being provided with the level of service required by the NJ Carrier-to-Carrier Guidelines.